Consumer Protection and Redressal Agencies

2061. SHRIMATI D. K. BHANDARI:

SHRI RAJNATH SONKAR SHASTRI:

Will the PRIME MINISTER be pleased to state:

(a) the details of the State level and National level consumer protection/redressal agencies established so far;

(b) whether these are functioning satisfactorily; and

(c) if so, the details of the cases taken up by the State level and national level consumer redressal councils, suo-moto, so far?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL SUPPLIES AND PUBLIC DISTRIBUTION (SHRI KAMALUDDIN AHMED): (a) and (b) As per information received from the State Governments/Union Territory Administrations, 27 Consumer Disputes Redressal Commissions (State Commissions) and 325 Consumer Disputes Redressal Forum (District Forums) have started functioning in the various States/UTs except in the State of Jammu & Kashmir where the Act does not extend. State of Jammu and Kashmir has adopted its own legislation in this field. Similarly, National Consumer Disputes Redressal Commission has started functioning from December, 1988. These redressal agencies are functioning satisfactorily.

(c) The Consumer Protection Act, 1986 does not empower the state level and national level Consumer Redressal Agencies to take up cases suo-moto.

The details of the complaints filed with the State Commission/National Commission as on 31-3-91 are as under:—

	Complaints filed (including appeals etc.)	Disposed of
1. National Commission	525	322
2. State Commissions (information received from 17 State Commissions)	4431	2671

Action plan for safe alternatives to pesticides

2062. SHRIMATI D. K. BHANDARI: Will the PRIME MINISTER be pleased to state:

(a) whether the Department of Biotechnology has started an Action Plan to introduce safe alternatives to pesticides;

(b) if so, the details thereof;

(c) whether the technologies thus developed will be introduced in the field through Non-Governmental Organisations; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SMT. MARGARET ALVA): (a) Yes Madam.

(b) The Department of Biotechnology, since March 1989 has launched 10 R&D projects on biological control of pests and diseases under an integrated programme involving seven institutions located in different parts of the country. Demonstrations in farmer's field have also been conducted. Pilot scale production techniques have been developed in case of Biological control agents such as Nuclear Polyhedrosis Virus (NPV) of cotton bollworm (*Heliothis armigera*), NPV of tobacco caterpillar (*Spodoptera litura*), Granulosis Virus (GV) of sugarcane shoot borer (*Chiloinfuscatellus*), *Chrysopa* (for control of aphids, white flies and bollworms), *Tri-*

chogramma (for control of Lepidopteran pests) and *Trichoderm* and *Gliocladium* (for control of root rot deration.

(c) and (d) One of the main objectives of this programme is to take the technology developed from laboratory to the farmer's field. Efforts are therefore being made to educate the farmers about the use of biocontrol agents through multilocation field demonstration trials with active participation of local farmers. Farmer's Organizations including Non-governmental organizations, and extension workers are proposed to be involved in the next expanded scale of field demonstration, and pilot scale production.

[*Translation*]

High Power Doordarhsan Relay Centre at Charkhari in district Hamirpur of Uttar Pradesh

2063. SHRI VISHWANATH SHARMA: Will the Minister of INFORMATION AND BROAD CASTING be pleased to state:

(a) whether the provision of funds had been made in the previous plan period for setting up a High Power Doordarshan Relay Centre at Charkhari town in district Hamirpur of Uttar Pradesh; and

(b) if so, the stage at which the matter stands at present?

THE DEPUTY MINISTER IN THE MINISTRY OF INFORMATION AND BROADCASTING (KUMARI GIRIJA VYAS): (a) No, Sir.

(b) Does not arise.

Public Grievances Cells in Ministries/ Departments

2064. SHRI BHAGWAN SHANKAR RAWAT:

SHRI RAMESH CHAND TOMAR:

SHRIMATI SUMITRA MAHAJAN:

SHRIMATI MAHENDRA KUMARI:

Will the PRIME MINISTER be pleased to state:

(a) whether public grievances cells have been set up in various Ministries/Departments of the Union Government;

(b) the number of complaints received in each of these Ministries/ Departments during the last six months;

(c) the average rate of disposal of complaints during the last three years; and

(d) the steps proposed to be taken to make the functioning of these cells more effective?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS (SHRIMATI MARGARET ALVA): (a) Yes, Sir.

(b) and (c) According to information received from various Ministries/ Departments, more than four lakh grievances were received during the 6 month period from 1st January to 30th June, 1991. The average rate of disposal of grievances received in various Ministries and Departments during the last three years (1987-88 to 1989-90) was more than 75 per cent of the total.

(d) Government has emphasised from time to time the need for strengthening the grievance cells of the Ministries/Departments. The grievance cell is generally headed by an officer not below the rank of Deputy Secretary. One day in the week is observed as meeting-less day when all officers of the ranks of Deputy Secretary and above are to be available at their desks for receiving personally public grievances. Government has repeatedly emphasised the need for atten-